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BEFORE THE ARIZONA CORPORATION COMMISSION

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Arizona Corporation Commission

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JAN 3 2012

GARY PIERCE, Chairman  
BOB STUMP  
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AZ CORP COMMISSION  
DOCKET CONTROL



IN THE MATTER OF THE APPLICATION OF  
ARIZONA-AMERICAN WATER COMPANY,  
AN ARIZONA CORPORATION, FOR A  
DETERMINATION OF THE CURRENT FAIR  
VALUE OF ITS UTILITY PLANT AND  
PROPERTY AND FOR INCREASES IN ITS  
RATES AND CHARGES BASED THEREON  
FOR UTILITY SERVICE BY ITS AGUA FRIA  
WATER DISTRICT, HAVASU WATER DISTRICT,  
AND ITS MOHAVE WATER DISTRICT.

DOCKET NO. W-01303A-10-448

Outstanding issues

My name is Frederick G Botha and I live at 23024 N Giovota Drive, Sun City West AZ 85375.

I applied to give testimony in order to prevent increases in my water and waste water rates and I have failed but many of the issues directly impacting rates still remain unanswered.

If, six years ago when I moved to Corte Bella, the ACC had published summaries of previous and anticipated future water and waste water rates for all districts on their website and enabled consumers to access this information easily, I and other consumers would have had the opportunity to take action then to prevent the recent increases.

This information is currently stored in scanned document form on the ACC and AAW computers but it takes hours, days and even weeks to access and compare historical rates.

If the ACC had also published the associated cumulative water and waste water costs and revenues of the water suppliers, consumers would also have had the opportunity to compare rates, costs and revenues in order to find out the reasons for any significant variations - such as transfer costs from other districts.

With this type of easy to understand summary and detailed information, consumers could have intervened against possible future increases without the assistance of attorneys and could have saved themselves and the ACC and water suppliers significant costs. If consumers are considered to be smart enough to make much larger purchases in a simple way without attorneys, why such a costly and cumbersome process with utilities?

With such information your staff and consumers could easily identify towns whose water facilities could be combined to reduce costs instead of being kept in separate districts. It is also likely that the hearing process could be considerably simplified - it is impossible for any consumer to absorb the amounts of printed information currently required at a hearing.

To reduce future costs please would the ACC initiate a short pilot project:

- to show the advantages of ACC and the water suppliers providing historical and future water and waste water rates, costs and revenues on their websites - it would take an hour to display the first phase of AAW historical rate information on their website.
- to provide ACC staff and water consumers with the same immediate access to on-line, up-to-date information that the Commissioners expect when they use computers to make informed decisions about purchasing goods and services from typical businesses, such as banks and retailers.

Please would the ACC conduct a brief survey among consumers to find out if my suggestions have support and please would you respond to my suggestions yourselves.

Dated December 30, 2011.

  
Frederick G. Botha.

Original and 13 copies mailed on December 30, 2011 to:  
Docket Control  
Arizona Corporation Commission  
12000 West Washington Street  
Phoenix AZ 85007